|  |  |  |  |  |  |  |  |  |  |  |
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| **ID číslo podania**  *(Reference no.)* |  |  |  |  |  |  |  |  |  |  |

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| **držiteľ karty** *(Cardholder)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | ***meno a priezvisko*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | | | | |  |
| *(Name, Surname)* | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | telefón *(Telephone)* | | | | | | | | | | | | | | | | | | | | |  |
|  | **rodné číslo**  *(Birth no.)* | | | |  |  |  |  |  | |  | | / | |  | |  | |  | |  | |  | | |  | |  | | | | |  | |  | |  | | | | |  | |  | |  | | | Žena  *(F)* | | |  | | Muž  (*M)* | | | |  |
|  | | | | | (alebo dátum narodenia – DDMMRR a pohlavie) *(or date of birth – DDMMYY and gender)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | **karta číslo**  *(Card no.)* | | | |  |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | | |  | | | |  | |  | |  | | | | |  | |  | | |  | |  |  | |  | |  |  | |  |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | platnosť– MMRR *(Validity - MMYY)* | | | | | | | | | | |  |
|  | **účet číslo**  *(Account no.)* | | | |  |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | | |  | | | |  | |  | |  | | | | |  | |  | | |  | |  |  | |  | |  |  | |  |
|  |  | | | | (korunové účty vedené v systéme IBIS uvádzajte v ABO verzii)  *(Accounts denominated in CZK and kept in IBIS shall be stated in the ABO version)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | typ produkt  *(Type of product)* | | | | | | |  |
| **údaje o transakcii** *(Transaction data)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | dátum transakcie  *(Date of transaction-ddmmyy)* | | | | | | | | |  | čiastka transakcie  *(Amount of transaction)* | | | | | | | | | | | | | | | | | |  | | obchodné miesto *(Business place)* | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| **Skontroloval(a) som zaúčtované transakcie uskutočnené platobnou kartou vo výpise z účtu a reklamujem vyššie uvedenú transakciu z tohoto dôvodu:** *(I have checked accounted transactions made with payment card indicated in the account statement and I dispute the above-mentioned transaction for the following reason:)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | | **Prehlasujem, že som vyššie uvedenú transakciu neuskutočnil(a) a ani som nedal(a) povolenie k jej zúčtovaniu.**  *(I certify that I neither made, nor authorized, the above mentioned transaction.)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | | **Prehlasujem, že sporná čiastka je duplicitná a bol ňou druhýkrát debetovaný(á) môj účet. Nedal(a) som povolenie k druhej transakcii (túto transakciu som uskutočnil len jedenkrát).** *(I declare that the disputed amount is double and my account was debited twice. I did not give approval for the second transaction (I made only the one transaction.)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | **Prehlasujem, že som mal(a) rezervované ubytovanie**  **v danom hoteli, ale zrušil(a) som ho dňa** *(I declare that I had a reservation at the hotel given,*  *but I cancelled it on.)* | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
|  | | |  | | | | | | | | | | | | | | |  | | |  | | | | | | | | | | | | | |  | |
|  | | | dátum  *(Date)* | | | | | | | | | | | | | | | číslo zrušenia  *(Number of cancellation)* | | | | | | | | | | | | | |  | |
|  | | | **U vyššie uvedeného obchodníka som uskutočnil(a) len jednu transakciu (viď priložená kópia dokladu). Inú transakciu som neuskutočnil(a).** *(I made only one transaction at the above-mentioned merchant (see enclosed copy). I have not made any other transactions.)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
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|  | | | **Prehlasujem, že som nikdy nebol(a) v tomto hoteli, ani som si tam nerezervoval(a) izbu.**  *(I declare that I have never been in this hotel, nor have I reserved a room there.)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | | | | **Nikdy som nedostal(a) tovar, službu, ani hotovosť v hodnote, ktorá mi bola zaúčtovaná.**  *(I have never received the goods, service, cash in the amount that was charged to me.)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | | | **Čiastka, ktorou bol zaťažený môj účet, bola zaplatená v hotovosti. Viď priložený doklad.**  *(The amount charged to my account was paid in cash. See the document enclosed.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | **Čiastka na doklade o transakcii bola zmenená z**  *(The amount of the transaction document was altered from)* | | | | | |  | | | **na***(to)* |  |  | |
|  | | |  |
|  | **Prikladám kópiu môjho dokladu, na ktorom je správna čiastka.**  *(I enclose my copy of the document which shows the correct amount.)* | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
|  | **Prehlasujem, že moja platobná karta nebola ani stratená, ani ukradnutá.**  *(I certify that my payment card has never been lost or stolen.)* | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
|  | | **Iné dôvody alebo podrobnosti k reklamovanej transakcii:**  *(Other reasons or details regarding the disputed transaction:)* | | | | | | |  | | | |  |
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|  | |  |  |  |  |  | | | | | | |  |
|  | | miesto *(Place)* |  | dátum *(Date)* |  | podpis držiteľa karty *(Signature of the Cardholder)* | | | | | | |  |

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|  | **overenie držiteľa karty podľa** *(Verification of the Cardholder according to)* | | | | | | | | | **pobočka (*Branch)*** | | | | | | | | | |
|  |  | **podpisového vzoru**  *(signature specimen)* | | |  | **preukazu totožnosti** ((vrátane zhody podoby) *(ID card –incl. identity of appearance)* | | | | | @ | | **BRCD** |  |  |  |  | |  |
| **k.č. 700 79 ver. 1005** |  | | |  | | | | | | FAX, e-mail | |  | | | | | |  | |
|  | | |  | | |  |  |  |  | |  | |
| druh *(Type)* | | |  | číslo *(Number)* |  | telefón *(Telephone)* | |  | |
|  | | |  |  |  |  | |  | |
| krajina vydania  *(issuing country)* | | |  | doba platnosti  *(period of validity)* |  | podpis  *(Signature)* | | pečiatka *(Rubber stamp)* | | | | | |  | |
|  | | |  | | | | |  |  | | | | | | | |  | |
|  | | | dátum *(Date)* | | | | |  | meno a priezvisko pracovníka pobočky *(Name and surname of the branch officer)* | | | | | | | |  | |
|  | **spracované** *(Processed)* | |  | | | | | | | | | | | | | | |  | |
|  | **poznámka** *(Notation)* | |  | | | | | | | | | | | | | | |  | |